

# **CAREGIVER SUPPORT PROGRAM CONSULT SETUP TECHNICAL GUIDE**

Department of Veterans Affairs,  
Veterans Health Administration,  
Caregiver Support Program

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## **1.0 Document Purpose**

The Caregiver Support Program Office is requesting a National Consult with a corresponding reminder dialog note (to complete the consult) to ensure that all providers within the VHA system have easy access for referring Veterans and their caregivers to needed support services. Currently, there is no standard consult/reminder dialog note to provide this awareness/availability.

As part of the Mission ACT, the Caregiver Support Program will be expanding the Program of Comprehensive Assistance for Family Caregivers to all era Veterans/Caregivers as well as developing a wide array of clinical support services for caregivers. The Caregiver Support Program is mandated to provide annual reports to Congress on all aspects of the program. Having this National Consult and reminder dialog note will help ensure that the Program Office has the necessary data to provide this information to Congress.

## **2.0 Overview of the Process**

The recommended steps for this process are:

**Step 1:** Create new CAREGIVER SUPPORT PROGRAM OUTPT consult

**Step 2:** Associate the Stop code 125 with the CAREGIVER SUPPORT PROGRAM OUTPT consult

**Step 3:** Add CAREGIVER SUPPORT PROGRAM OUTPT to the Consult Hierarchy

**Step 4:** Associate Caregiver Support Program TXML to the CAREGIVER SUPPORT PROGRAM OUTPT consult

**Step 5:** Update menus, quick orders, and order sets

### 3.0 Vista Access Requirements

The CAC/HIS will need the following access in VistA/CPRS for making the updates required in this Technical Guide:

- VistA secondary menu options:
  - [OR GPRS GUI CHART] - for access to CPRS GUI
  - [GMRC MGR] Consult Management - for consult and hierarchy set up
  - [SD ASSOCIATED STOP CODE] CONSULT ASSOCIATED STOP CODE - for reviewing and entering the Consult Associated Stop Code
  - [ORCM MENU] - for editing and adding quick orders, menus, etc.
  - [ORLP TEAM MENU] Team List Mgmt. Menu - for creating and editing consult teams
  - [GMRC REPORTS] Consult Tracking Reports
- Access to “Cor” Tabs in CPRS
- Restrict Patient Selection: set to NO
- User classes (for unlocking CAC options in the CPRS GUI allowing the ability to Edit/create shared TIU templates, link Consult Services to templates, and create new TIU field, respectively):
  - CLINICAL COORDINATOR
  - Locally Created User Classes (as needed)
- VistA Key\* (*one* of the following CPRS keys will be needed for testing the consult ordering process on Test Patients):
  - ORES
  - ORELSE

\* Note: only one of the keys above can be issued and used at one time. If the CAC needs to test the capabilities of each one, the previous key must be deleted before issuing another.

## 4.0 Create CAREGIVER SUPPORT PROGRAM OUTPT consult

Items requiring input in the steps below will be in **Red**.

**NOTE:** Consolidated facilities may append consult service name with the 3 letter site designation or station number; CAREGIVER SUPPORT PROGRAM OUTPT-XXXXX

From the Consult Managers menu, select the “**Set up Consult Services**” menu options by typing “**SS**” at the main prompt.

RPT	Consult Tracking Reports ...
SS	Set up Consult Services
SU	Service User Management
CS	Consult Service Tracking
RX	Pharmacy TPN Consults
GU	Group update of consult/procedure requests
UA	Determine users' update authority
UN	Determine if user is notification recipient
NR	Determine notification recipients for a service
TD	Test Default Reason for Request
LH	List Consult Service Hierarchy PR Setup procedures
CP	Copy Prosthetics services DS Duplicate Sub-Service
FS	Define Fee Services
IFC	IFC Management Menu ...
NO	Notification Mgmt Menu ...
TM	Team List Mgmt Menu ...
TP	Print Test Page

Select Consult Management Option: **SS** Set up Consult Services

Service/Specialty: **CAREGIVER SUPPORT PROGRAM OUTPT**

Are you adding CAREGIVER SUPPORT PROGRAM OUTPT as a new REQUEST SERVICES (the 692nd?) No// **YES**

Select SYNONYM:

SERVICE USAGE:

SERVICE PRINTER:

NOTIFY SERVICE ON DC: **AL** ALWAYS

REPRINT 513 ON DC:

PREREQUISITE:

No existing text

Edit? NO//

PROVISIONAL DX PROMPT: **REQUIRE**

PROVISIONAL DX INPUT: **LEXICON**

DEFAULT REASON FOR REQUEST:

Edit? NO//

RESTRICT DEFAULT REASON EDIT

**(Note: IFC should not be used for this Consult.)**

Inter-facility information

IFC ROUTING SITE:

IFC REMOTE NAME:

Select IFC SENDING FACILITY:

**The section below is used for Notifications and permissions to complete and/or update the consult. Most sites will have teams to complete and teams that have permissions to update such as local Caregiver Support Program staff. Please confirm with your local program staff on who should receive notifications and be able to complete these consults.**

SERVICE INDIVIDUAL TO NOTIFY:

Select SERVICE TEAM TO NOTIFY:

Select NOTIFICATION BY PT LOCATION:

PROCESS PARENTS FOR NOTIFS:

Select UPDATE USERS W/O NOTIFICATIONS:

Select UPDATE USERS W/O NOTIFICATIONS:

Select UPDATE TEAMS W/O NOTIFICATIONS:

Select UPDATE TEAMS W/O NOTIFICATIONS:

Select UPDATE USER CLASS W/O NOTIFS:

Select ADMINISTRATIVE UPDATE USER:

NOTIFICATION RECIPIENT:

Select ADMINISTRATIVE UPDATE USER:

Select ADMINISTRATIVE UPDATE TEAM:

NOTIFICATION RECIPIENTS:

Select ADMINISTRATIVE UPDATE TEAM:

PROCESS PARENTS FOR UPDATES:

SPECIAL UPDATES INDIVIDUAL:

RESULT MGMT USER CLASS:

UNRESTRICTED ACCESS:

Select SUBSERVICE/SPECIALTY:

ADMINISTRATIVE:

## 5.0 Caregiver Services Associated Stop Code

The option and process in VistA to add the Stop Code to the newly created consult service is described below.

**Step 1:** At any prompt in VistA, type **^CONSULT** and choose the option:  
CONSULT ASSOCIATED STOP CODE [SD ASSOCIATED STOP CODE]

**Step 2:** At the REQUEST SERVICES SERVICE NAME, type the name of the consult service created.

Select REQUEST SERVICES SERVICE NAME: **CAREGIVER SUPPORT PROGRAM OUTPT**

**Step 3:** Add 125 as the Associated Stop Code

ASSOCIATED STOP CODE: **125** SOCIAL WORK SERVICE 125  
Are you adding 'SOCIAL WORK SERVICE' as a new ASSOCIATED STOP CODE (the 1<sup>st</sup> for this REQUEST SERVICES)? No// **YES**

## 6.0 Add Consult Services to Consult Hierarchy

Add the CAREGIVER SUPPORT PROGRAM OUTPT consult to the appropriate Grouper according to your facility's set-up (i.e., ALL SERVICES or SOCIAL WORK). For the example below, the consult is being added to the ALL SERVICES Grouper.

**In VistA, go to the Consult Management Menu and select "SS" for Set up Consult Services to edit the Grouper.**

Select Consult Management Option: **SS Set up Consult Services**

Select Service/Specialty: **ALL SERVICES**

SERVICE NAME: ALL SERVICES//

ABBREVIATED PRINT NAME (Optional):

INTERNAL NAME:

Select SYNONYM:

SERVICE USAGE: GROUPER

**(Several Input fields are not being shown for this section to save space)**

Select ADMINISTRATIVE UPDATE USER:

Select ADMINISTRATIVE UPDATE TEAM:

PROCESS PARENTS FOR UPDATES:

SPECIAL UPDATES INDIVIDUAL:

RESULT MGMT USER CLASS:

UNRESTRICTED ACCESS:

Select SUB-SERVICE/SPECIALTY: **CAREGIVER SUPPORT PROGRAM OUTPT**

Are you adding 'CAREGIVER SUPPORT PROGRAM OUTPT ' as  
a new SUB-SERVICE (the 95TH for this REQUEST SERVICES)? No// **YES**

MNEMONIC:

Select SUB-SERVICE/SPECIALTY:

ADMINISTRATIVE:

Add/Edit Another Service? NO

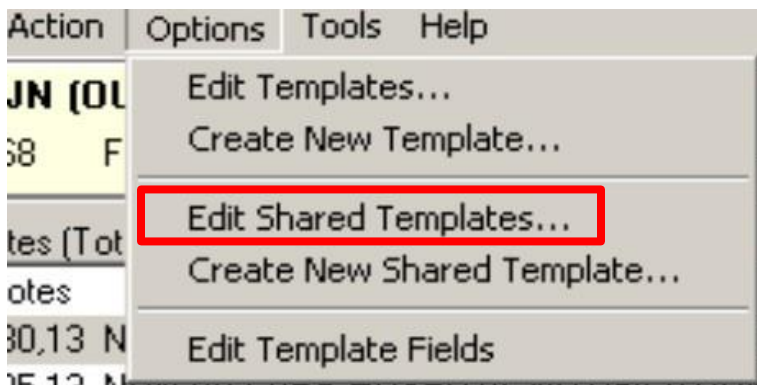


## 7.0 CAREGIVER SUPPORT PROGRAM Template Linkage

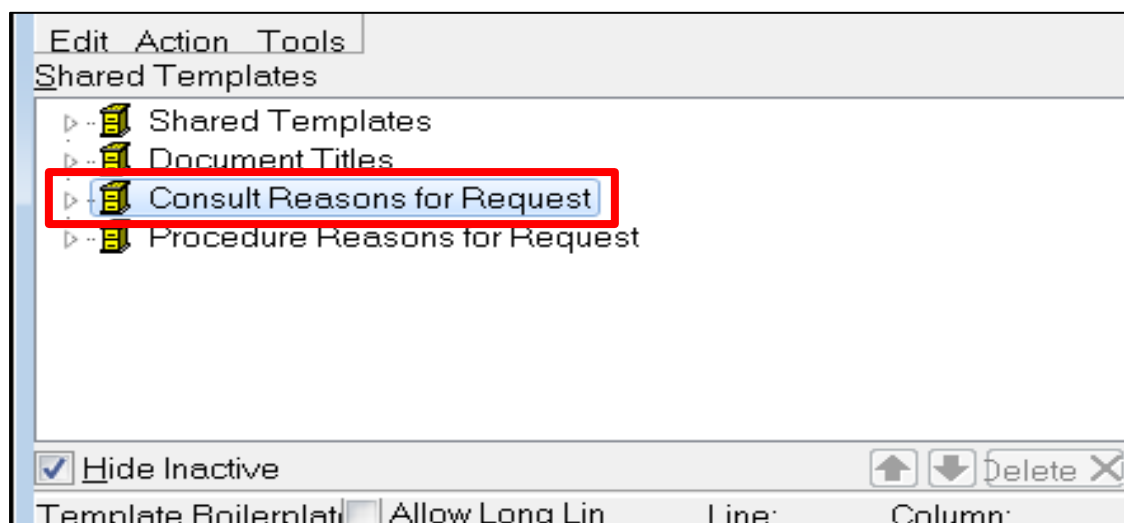
**Step 1:** The txml template was sent out to the national CAC Outlook email mail group and is also available on the reminder website.

<http://vista.med.va.gov/reminders/Reminders.html>

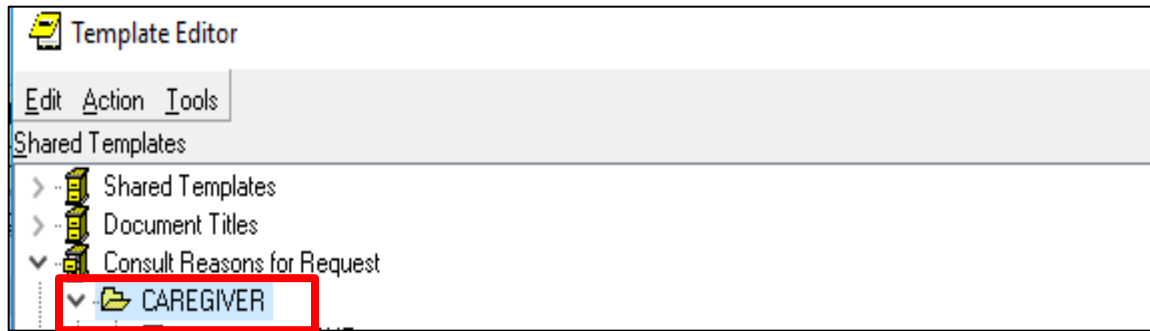
**Step 2:** Select “Edit Shared Templates”.



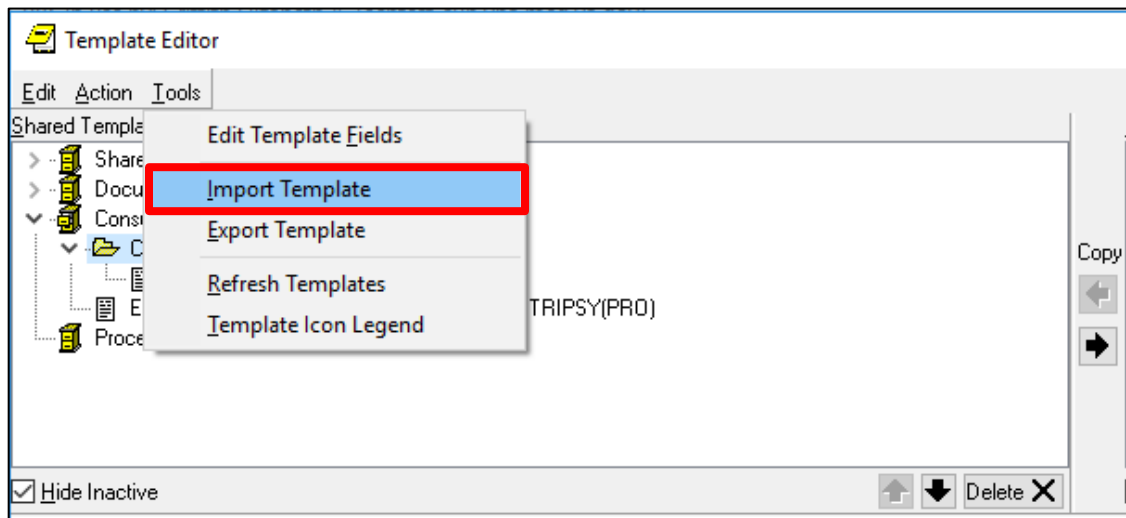
**Step 3:** In CPRS template editor, go to the Consult Reasons for Request folder. Click on the Consult Reasons for Request to highlight it and expand this folder by double clicking on the name or clicking on the 'triangle' to left of the folder name.



**Step 4:** Select the folder you wish to add the consult to (i.e., CAREGIVER).

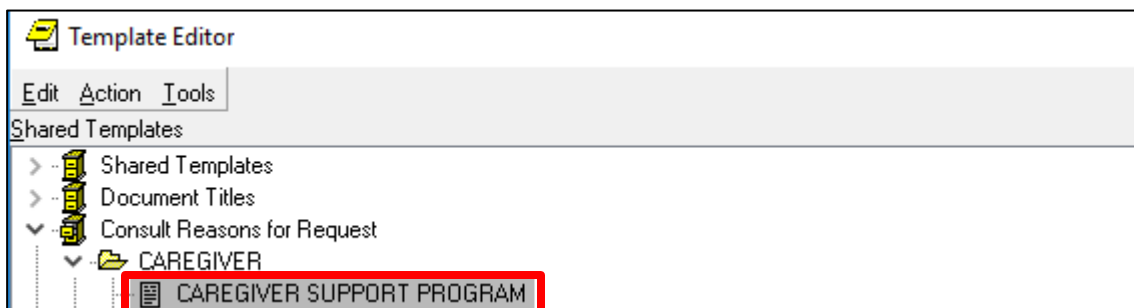


**Step 5:** After clicking on the folder, go to Tools and select Import Template.



Select the location where you saved the template and click OPEN to import the template.

**Step 6:** The TXML now appears under the folder selected.



## Step 7: Link the Caregiver Consult to the template.

Select the template by clicking on it.

In the Associated Consult Service box, type: CAREGIVER SUPPORT PROGRAM  
OUTPT

Click Apply to save and link the template to the consult service.

The screenshot shows the 'Template Editor' window. On the left, under 'Shared Templates', the 'CAREGIVER SUPPORT PROGRAM' template is selected. On the right, the 'Personal Templates' pane shows 'My Templates'. The 'Shared Template Properties' pane on the far right shows the template name 'CAREGIVER SUPPORT PROGRAM' and 'Template Type' set to 'Template'. Below the panes, the 'Associated Consult Service' dropdown is highlighted with a red box and contains the text 'Caregiver Support Program Outpt'. The main text area shows the template content, which includes questions about caregiver status and fields for caregiver name and relationship. At the bottom right, the 'Apply' button is highlighted with a red box.

Template Editor

Edit Action Tools

Shared Templates

- Shared Templates
- Document Titles
- Consult Reasons for Request
  - CAREGIVER
    - CAREGIVER SUPPORT PROGRAM
    - CAREGIVER ONE
  - EXTRA CORPOREAL SHOCK WAVE LITHOTRIPSY(PRO)
- Procedure Reasons for Request

Personal Templates

- My Templates

Copy

Shared Template Properties

New Template

Name: CAREGIVER SUPPORT PROGRAM

Template Type: Template

Reminder Dialog:

☒ Active

☐ Hide Items in Templates Drawer

☐ Exclude from Group Boilerplate

Dialog Properties

- ☐ Display Only
- ☐ Only Show First Line
- ☐ Indent Dialog Items
- ☐ One Item Only
- ☐ Hide Dialog Items

0 Number of Blank Lines to insert between items

☐ Lock

Associated Consult Service: Caregiver Support Program Outpt

Template Boilerplate ☒ Allow Long Lines Line: 3 Column: 30

Caregiver Status:

Does the Veteran currently have an existing family/informal caregiver assisting them?

{FLD:VA-CSP CAREGIVER STATUS}

Is the Veteran a caregiver for another person?

{FLD:VA-CSP CAREGIVER OTHER}

{FLD:VA-CSP STATUS INFO}

Caregiver Name: {FLD:TEXT (1-40 CHAR) REQ}

Caregiver Relationship: {FLD:VA-CSP RELATIONSHIP} {FLD:TEXT (1-20 CHAR)}

☒ Edit Shared Templates ☐ Show Template Notes

OK Cancel Apply

## 8.0 Caregiver Support Program Quick Order and Menus

The CAC will need to access the OR PARAM COORDINATOR MENU in VISTA and build a quick order for the CAREGIVER SUPPORT PROGRAM OUTPT consult so it may be added to the order menu(s). You may use local naming conventions to build the quick order.

Here is an example showing how to create a quick order for the CAREGIVER SUPPORT PROGRAM OUTPT consult:

Select QUICK ORDER NAME: **GMRCTZ CAREGIVER SUPPORT PROGRAM OUTPT**

Are you adding 'GMRCTZ CAREGIVER SUPPORT PROGRAM OUTPT' as  
a new ORDER DIALOG? No// **Y** (Yes)

TYPE OF QUICK ORDER: **CONSULTS**

NAME: GMRCTZ CAREGIVER SUPPORT PROGRAM OUTPT Replace

DISPLAY TEXT: **Caregiver Support Program**

VERIFY ORDER:

DESCRIPTION:

Edit? NO//

Consult to Service/Specialty: **CAREGIVER SUPPORT PROGRAM OUTPT**

Type:

Reason for Request:

No existing text Edit? No// (No)

Category: OUTPATIENT

Urgency:

Clinically Indicated Date:

Place of Consultation:

Attention:

Provisional Diagnosis:

-----  
Consult to Service/Specialty: CAREGIVER SUPPORT PROGRAM OUTPT

Category: OUTPATIENT

Urgency: ROUTINE

Clinically Indicated Date:

-----  
(P)lace, (E)dit, or (C)ancel this quick order? PLACE//

Auto-accept this order? NO//

**IMPORTANT:**

**Place this quick order on your local menu(s) so it may be used.**